

Minutes
Fall 2002 Integrated Querying and Reporting System
User Review Panel

October 17, 2002

Facilitator: Mr. Darryl Gray, DQA/Operations Branch

Background:

The Integrated Querying and Reporting System (IQRS) is a web-based tool designed to provide the national health care community with an automated query and reporting interface capability to the National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB).

The primary mission of the IQRS User Review Panel (URP) is to discuss issues regarding the IQRS; identify new IQRS requirements; review current IQRS querying and reporting issues; and address NPDB and HIPDB operational related issues.

Fall 2002 IQRS User Group Objective:

Convene the 3rd IQRS User Review Panel. Reporters and Queriers of the NPDB and HIPDB gathered to openly discuss and/or express their ideas about past, present and future IQRS/Data Bank Operations.

Minutes and User Recommendations

The purpose of this document is to provide a synopsis of the 2002 IQRS Users Group Meeting, and to record the recommendations provided by system users. These recommendations will be reviewed by the Data Banks for possible incorporation.

The meeting convened at approximately 9:00 a.m. on October 17, 2002. After introductory remarks and administrative items covered by Kevin Fagan, Darryl Gray provided an update to the IQRS Users Group on actions taken on their recommendations at the most recent meeting in October 2000. Next, Kevin Fagan provided a presentation related to data bank performance. Measurement factors from various sets of customers were identified, work volume information was provided, and performance trends were shared. Nancy Ciranni then briefed the system release content in calendar years 2001 and 2002, and explained how many of the ideas and recommendations of the 2000 IQRS User's Group had been incorporated and accomplished. After a user feedback session and lunch, Cynthia Grubbs provided a presentation on integrating Section 1921 into the NPDB. In her presentation, Cynthia described the impact of Section 1921, discussed the need for an entity re-registration before implementation, and provided a tentative schedule. Nancy Ciranni and Darryl Gray then provided a demonstration of improvements planned through 2003 and a set of thoughts as to what changes will be made to the Data Banks beyond 2003. Nan Sargeant briefed the revised NPDB-HIPDB Information Web Site, and Peggy Wheeler provided an overview of the state-of-the-art Customer Relations Management (CRM) system that is now in use by the Data Banks. A final user feedback session was followed by a tour of the Data Bank facilities.

Users Group Recommendations

The meeting and presentations were designed to be interactive and comments from users were solicited throughout the day. Ideas and recommendations to improve the Data Banks will be considered for implementation. They are recorded below.

1. The IQRS User's Group recommended the addition of a standardized web-based form to be used for requesting a credit.
2. The IQRS User's Group members expressed their concern over the possibility that queries submitted may not match as a result of placement of name suffixes (e.g., sometimes they are in the last name field, sometimes in the name suffix field). Users recommended that the Data Banks consider helping resolve the issue of where to add the suffix by having something in the system that looks for suffixes such as a drop-down menu.
3. Related to the recommendation number 2, above, the IQRS User's Group recommended that all current reports be screened for placement of name suffixes in the last name field. Based on the review, the IQRS User's Group suggested that an effort be undertaken to remove name suffixes from the last name field in favor of recording name suffixes in the name suffix field.
4. Users remain concerned about recommendation number nine from the 2000 IQRS User's Group Meeting (reduce the number of pages for query results when a match is not found). Users would like the Data Banks to reduce the number of pages per report, especially when no match is found. Ideally, they would like the report reduced to a single page, if possible. Data Bank representatives expressed concern that the font is already relatively small and that it is useful to echo the information submitted so that queriers can ensure that the query was properly submitted and processed. The Data Banks agreed to look into the possibility of reducing report to two pages when no match is found.
5. Users are also still concerned about recommendation number 12 from the 2000 IQRS User's Group Meeting (save credit card numbers within the IQRS). They would like the ability to save/store the Entity credit card number within IQRS. Previously, this was not considered because of security issues. Data Bank representatives explained that this was done as a security precaution to help protect the user's information, but that it could be changed. The Data Banks agreed to consider an optional capability to store a user's credit card. The capability could be built to save the credit card permanently (until changed by an entity), or to save the credit card only for a session. The Data Banks agreed to solicit additional user input related to implementation.
6. Dan Sheehan of the Association of Social Workers Board is concerned with the code changes. Some codes were eliminated with the result that it is difficult for his organization to enter historical data. Darryl is aware of the issues with historical data and agreed to work with Dan off-line.
7. Members of the IQRS User's Group expressed an interest in having the ability to enter new reports and enter the practitioner at the same time and have the practitioner automatically saved in their subject database. This would enable a search by practitioner in which the report submitted could see if a practitioner was previously reported by the company.

8. VA Health Professions explained that they are having continuing difficulty in receiving responses through the Internet Transfer Protocol (ITP) process. Nancy Ciranni suggested that this could be either a formatting or connecting problem. Darryl suggested that a group provided dedicated, off-line assistance to help VA Health Professions resolve their submission issues.
9. Members of the IQRS User's Group expressed concern about wording on the Adverse Action Report. On screen, the language reads: *Is the Adverse Action specified in this report based on the subject's professional competence or conduct, which adversely affected, or could have adversely affected, the health or welfare of the patient?* On the actual paper report, the language reads: *Is the Adverse Action Specified in this report based on the subject's professional competence or conduct?* The paper report leaves off the additional language and it was felt that the omission creates more phone calls from practitioners upset that the paper report questions their competency. The Data Banks agreed to look into the issue.
10. Bill Rigsbee/St. Paul Fire & Marine Insurance Co. mentioned his organization or other organizations like St. Paul Marine Insurance Co. would like to have a dedicated space for their internal claim file number. (Perhaps below the submitter's name.) This would greatly enhance their ability to rapidly obtain information for their customers, who often call regarding their reports. The Data Banks agreed to consider this.
11. The IQRS Users Group provided a set of ideas related to query fees and pricing analysis. Cynde Grubbs reminded the group that, while pricing analysis is being conducted, any changes will have to be fair to all users and comply with Federal and State laws; therefore, working through this process will take time and creativity. The Users Group suggested that the Data Banks consider the following:
 - Provide volume discount rates.
 - Add the option to pay using the American Express card.
 - Take another look at accepting checks. Darryl mentioned a possible way to do this would be for the organization to have a reserve fund. Once those funds are close to depletion, the Data Banks could notify the organization.
 - Provide free query access for high-volume reporters (e.g., a specified number of free queries for each report submitted).
 - Offer some type of incentive compensation for complete reports.
 - Organizations pay a membership fee and provide a list of doctors, then the Data Banks notify them when or if the doctor is reported. Issues related to this idea:
 - What happens when a practitioner on the list is no longer a part of that organization and that organization should not be receiving information regarding a particular practitioner?
 - Will also need to keep in mind that the actual users of the system will have to provide justification to their superiors on why proactive notification would make sense for them.

The meeting ended with a discussion to roughly schedule the next meeting. The general consensus was that meeting once per year is appropriate for the group. Therefore, it was planned that the next meeting would be scheduled for fall of 2003. The IQRS Users Group meeting ended at approximately 3:00 p.m. with a tour of the Data Bank facilities provided to interested parties afterwards.